



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 502.1

Job Title: **OFFICE SUPERVISOR**

Pay Grade: 17

GENERAL SUMMARY:

Supervises personnel which provide clerical, customer service and administrative support services such as record keeping, clerical accounting, payroll input, filing, typing, data entry, petty cash, dispatch services, purchasing and supplies, preparation/review of bids, invoices, vouchers, receivers or other departmental paperwork, flow of correspondence and report generation.

RESPONSIBILITIES:

- Reviews, organizes and prioritizes office operations and procedures. Evaluates office production, revises procedures or devises processes to improve efficiency of workflow. May initiate cost reduction programs.
- Determines priorities for support staff. Sets schedules, distributes daily work assignments, and monitors employee workflow and performance. Completes production or activity reports as required.
- Assists support staff with work-related problems to improve job performance. May communicate with departmental and external sources to seek resolution.
- Compiles information and prepares reports needed by management to make decisions. May prepare, update, track or recommend section budget. May compile, store and retrieve managerial data. Performs special administrative projects as requested.
- Reviews records, reports, correspondence and departmental paperwork to ensure completeness, accuracy and timeliness. Performs administrative support duties and provides back-up support when needed.
- Sets up and maintains filing systems for records, correspondence, work orders, vouchers and invoices, or other departmental paperwork. Follows procedures for systematic retention, protection, retrieval, transfer and disposal of records or information.
- Coordinates and oversees staff services by interviewing and making staffing recommendations such as hiring, promotions, demotions, reclassifications, etc. Conducts Employee Performance Evaluations.
- Trains clerical or administrative support staff in day-to-day office procedures and skills improvement. Identifies deficient areas and provides training and development opportunities to improve efficiency and performance of staff.
- Reviews and approves weekly time reports, vacation requests and sick leave. Maintains records on attendance, overtime, sick and vacation leave.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

SPECIFICATIONS: (continued)

EXPERIENCE:

Three years of progressively responsible clerical or administrative support experience are required.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:

Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Office Supervisor

Office Service Manager

Effective Date: October 1990

Revised Date: January 2002